
From: Ann Getsinger [anngets@verizon.net]
Sent: Wednesday, February 18, 2009 1:51 PM
To: Williams, Catrice (DTC)
Subject: Verizon Service Comments

Dear Catrice Williams and Others who might be concerned,

I'd like to take this opportunity to join the list of those who have been dissatisfied with the service from Verizon for years.

I've experienced repeated and lengthy outages for my telephone service over the past years. I was without service a number of times for a week or more! Promised repairs were not done on time and completed repairs left me with noise on the line and other problems. The worst part of all this, aside from loss of business and other disruptions, was my inability to access them. It was routine to wait anywhere from ten to twenty minutes just for them to answer your call with a live operator, and of course, this was always done in a neighbor's home, tying up my neighbors line. Even then Verizon would sometimes drop your call or transfer you to nowhere. I was often left in a state which I'd describe as 'nearly apoplectic.' I've never had such consistantly terrible service from any business ever.

Now here's an interesting end to my tale- A few months ago I had loud static noise on the line and, once I'd determined that the problem was outside of my home, I contacted Verizon very easily. They quickly came out and repaired the problem promptly, called to check on the repair and service afterwards and couldn't have been more thorough and professional. I was baffled, stunned, and pleased. If they've truly changed their ways then that's good but if they're going to return to their old ways once the pressure's off then something needs to be done to keep the pressure on.

Thankyou for the opportunity to tell of my experiences with Verizon.
Sincerely, Ann Getsinger

Feb.18, 2009